Policy Support Branch

Forms Management Program

TROUBLESHOOTING

NOTE: Print this page for easier referencing.

TROUBLESHOOTING

Disappearing Text

- There are two reasons for disappearing text:

    o You may have entered the data in the wrong format. For example, you may have failed to put a colon in the time field (1:30), or you may have entered text in a number field.

    o If the length of the information you are entering is longer than the size of the data field seen on-screen, you may see only the last few characters of the text that you typed. Use your left/right cursor keys to review the data you have entered in the field. When you print your form, all data in the field will print. This software may automatically reduce the size of the text so that all data in the field will print.

Distributed E-Form Access Manager

This software feature is not being used by the Kentucky Transportation Cabinet. The electronic forms available to the general public are not password-protected. Occasionally, users attempting to install the 32-bit client software are prompted for password information.

If you receive prompts for the Distributed E-Form Access Manager, cancel the installation process, and try again to install the software. If you still receive an Access Manager prompt, download the client software, again and repeat the installation process.

Error Messages

- **COMDLG32.DLL File Missing** – You need to install the 32-bit client software. This software should be downloaded to your PC's System Drive. Once downloaded, you must install the 32-bit client software.

- **EXEPath Cannot Be Found** – You may be trying to open form data before opening an E-form. Open the E-form (.exe) file first. Select "File" and then "Open." Then you may select the appropriate form fill-in text (.fil) file and click "Open." The data should then populate the form fields.

- **MSVBVM60.DLL File Missing** – You need to install the 32-bit client software. This software should be downloaded to your PC's System Drive. Once downloaded, you must install the 32-bit client software.

Garbage or Greek Symbols

- You may be trying to open your E-form in a software program other than the one intended for use with it. Open the E-form (.exe) file first. Select "File" and then "Open." Then you may select the appropriate form fill-in text (.fil) file and click "Open." The data should then populate the form fields.

    E-forms cannot be used in Word or Excel (never open Word or Excel and then try to open a form or a data file).

Missing Form Text on Screen

- If form text appears to be missing from the monitor, select "Window" and then "Fit to Width." If the problem persists, try changing your screen resolution. A resolution of 1024 x 768 is suggested.

Printing

- If you choose "Print Form and Data" and it prints only a blank form (checkboxes will print), you need to either change the graphics resolution or upgrade your print driver.

  To change the graphics resolution each time you print:

  - When you choose "Print Form and Data," a print dialog box will appear.
  - Click on the Properties box in the upper right side of the dialog box.
  - Click on the Graphics tab.
  - Lower your resolution setting. If your resolution setting is 1200, try 900.
  - Click "Apply" in the lower right corner.
  - Click "OK."
  - You'll return to the first dialog box. Continue the print process as usual.

  Note: Before proceeding with any permanent solution, you should contact your technical support to make sure that changing the resolution will not interfere with other functions.